

A Leader's Guide To...

The Employee Assistance Program (EAP)

EAP: A Tool for Leaders

- Occasionally, managers become aware of an employee who is having personal problems. This awareness may come from your observations of behaviors, performance changes or because the employee discloses the concern.
- The Employee Assistance Program (EAP) is a voluntary, confidential program that is offered at no cost to all benefit-eligible Caterpillar employees and their families to help them resolve personal issues and better manage demands at home and work.
- Leaders play an important role in linking employees with Caterpillar services.

Consultation: In addition to your HR manager, you can speak to expert counselors and consultants at the EAP on how to best intervene when an employee personal problem is apparent.

EAP Services


Face-to-face and virtual counseling, information, consultation and referrals are available for a wide variety of personal, family and work-related issues. Visits are not subject to deductibles or co-insurance. Counselors and work-life services are located in most cities worldwide.

How to Refer to EAP

When discussing the referral with the employee:

1. Find a quiet, private place for the conversation.
2. Describe your observations.
3. Express your concerns and a sincere desire to see the employee resolve the problem.
4. Clarify the EAP is confidential and free of charge.
5. Offer the contact information and even encourage the employee to call at that time. Support is available 24/7 through the toll-free phone number.

To access EAP:

 **1-866-228-0565**



CaterpillarEAP.com

For global access numbers by country



Leader Guide for EAP Referrals

This guide is for educational purposes only and is not designed to identify any health condition or replace processes for documenting performance. Consult with your supervisor, HR manager, or Caterpillar's Employee Assistance Program (EAP) if you are concerned about the behavior or performance of an employee.

Awareness of Significant Life Stress

- Significant health problems
- Loss of job, poor rating, missed promotion, or layoff
- Relationship problems at home or work
- Losses (e.g., death, divorce, custody problems)
- Problems with alcohol or drugs
- Financial or legal problems
- Work stress, managing change, job instability, or difficulty meeting job demands

Emotional Signs

- Dramatic changes in mood or appearance
- Appearing sad, down, depressed, or anxious
- Talk of “being stressed out” or “feeling depressed”
- Suggestions of substance abuse—even if said in a joking manner
- Signs of drug or alcohol use
- Social avoidance or withdrawal
- Anger, negativity, intimidating or disrespectful behavior
- Threatened words, harassment, bullying, or threats of violence
- Any indication of self-harm through words, writing, or action

Work Behavior and Performance Problems

- Absenteeism or tardiness
- Declining performance or productivity
- Less communication or social interactions
- Relationship problems or conflicts with others
- Missed meetings, calls, deadlines, etc.
- Failing to follow instructions or accept coaching
- Excessive physical problems or time off due to unexplained medical problems
- Confusion, poor memory, or difficulty concentrating

For Remote Employees

- Significant changes in interactions in virtual meetings
- Change in tone of emails and phone conversations
- Less communicative
- Reluctant to use camera
- Offline more, slower to reply to emails, late logging on for meetings, etc.
- Decreased work quality or quantity
- Missed meetings, calls, or deadlines
- More reports of being ill, doctor's appointments, or needing to be offline due to sickness

For more information and global helpline numbers, visit TotalHealth.cat.com > EAP.

